AMENDMENTS TO THE CLAIMS

Amendments to the claims are reflected below in the **Listing of Claims**, which replaces all prior versions, and listings, of claims in this application.

Listing of Claims

1. (Currently Amended) A method comprising:

receiving a message in a data communication system;

thematically subdividing the message into a plurality of sections based on an analysis of content in the message; ~~and~~

generating an automated response to a subdivided section of the plurality of sections of the message, based on the analysis of the content; and

facilitating a follow-up response by sending [[a]]the subdivided section of the plurality of sections of the message via the data communication system to an agent based on the analysis of content.

2. (Canceled)

3. (Currently Amended) The method of claim 1, wherein the subdivided section of the message is reviewed again to determine if ~~a subsequent response is needed~~ the follow-up response was generated.

4. (Currently Amended) The method of claim 3, wherein if ~~a subsequent~~ the follow-up response ~~is needed~~ was not generated, the subdivided section of the message is sent again to an agent to provide ~~the subsequent~~ a follow-up response.

5. (Canceled)

6. (Canceled)

7. (Currently Amended) A machine-readable storage medium tangibly embodying a sequence of instructions executable by the machine to perform a method, the method comprising:

 receiving a message in a data communication system;

 thematically subdividing the message into a plurality of sections based on an analysis of content in the message; ~~and~~

 <u>generating an automated response to a subdivided section of the plurality of sections of the message, based on the analysis of the content; and</u>

 <u>facilitating a follow-up response by</u> sending [[a]]<u>the</u> subdivided section of the plurality of sections of the message via the data communication system to an agent based on the analysis of content.

8. (Canceled)

9. (Currently Amended) The machine-readable medium of claim 8, wherein the subdivided section of the message is reviewed again to determine if ~~a subsequent response is needed~~ <u>the follow-up response was generated</u>.

10. (Currently Amended) The machine-readable medium of claim 9, wherein if ~~a subsequent~~ <u>the follow-up</u> response ~~is needed~~ <u>was not generated</u>, the subdivided section of the message is sent again to an agent to provide the ~~subsequent~~ <u>follow-up</u> response.

11. (Canceled)

12. (Canceled)

13. (Currently Amended) A system comprising:

 a first unit to store a message sent from a message sender;

 a parser to thematically subdivide the message into a plurality of sections based on a message analysis; ~~and~~

 <u>a workflow system to facilitate the automatic extraction of data from a data source, the data associated with, and responsive to, a subdivided section of the plurality of sections of the message; and</u>

a router to route [[a]]the subdivided section of the plurality of sections of the message, including data extracted from the data source, to an agent appropriate for the subdivided section.

14. (Previously Presented) The system of claim 13, wherein the agent provides a response to the subdivided section.

15. (Previously Presented) The system of claim 14, wherein the subdivided section of the message is reviewed again to determine if a subsequent response is needed.

16. (Previously Presented) The system of claim 15, wherein if a subsequent response is needed, the subdivided section of the message is sent again to an agent to provide the subsequent response.

17. (Previously Presented) The system of claim 13, wherein the analysis is to determine if the subdivided sections of the message have been responded to.

18. (Previously Presented) The system of claim 17, wherein the subdivided section of the message not having been responded to by an agent is sent again to an agent to provide a response.

19. (Currently Amended) The method of claim 1, further comprising:

automatically extracting supporting information that is associated with, and responsive to, the subdivided section of the message from a data source; and

augmenting the subdivided section of the message with the supporting information.

20. (Previously Presented) The method of claim 19, wherein the data communication system comprises a workflow system.

21. (Previously Presented) The method of claim 1, further comprising:

escalating the message if the message is not responded to after a predetermined period of time.

22. (Previously Presented) The method of claim 21 further comprising:

      tracking responses to the message as a whole to determine whether the message is responded to in a predetermined period of time.